

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

CUSTOMER SERVICE SUPERVISOR

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Customer Service Supervisor is the fourth level in a four level Customer Service series. Incumbents are responsible for supervising staff and coordinating and participating in customer service functions for the City's Customer Service Center.

The Customer Service Supervisor is distinguished from the Senior Customer Service Specialist by its responsibility for performing first-line supervisory duties.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

1.	Supervises Customer Service staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.	Daily 15%
2.	Administers day-to-day oral and written correspondence with internal and external customers, solving problems, clarifying data, collaborating with resources, and gaining key partnerships.	Daily 30%
3.	Supervises day-to-day call center operations, ensuring quality customer service for internal and external customers, which includes: planning, coordinating, administering, and evaluating projects, processes, procedures, systems, and standards; developing and coordinating work plans; analyzing statistics and trends; participating in the development of goals and objectives; and, ensuring compliance with applicable Federal, State, and local laws, regulations, codes, and/or standards.	Daily 20%
4.	Prepares and maintains a variety of records, files, reports, work orders, and/or other related information related to operational activities for the division	Daily 10%
5.	Participates in coordinating and monitoring division budget, including preparing cost estimates for budget recommendations and monitoring expenditures.	Weekly 10%

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<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties are a representative sample; position assignments may vary.)		<u>FRE-QUENCY</u>
6.	Supervises, oversees, and develops employee training programs associated with customer service, leadership, conflict resolution, team building, City departments and service offerings, community resources, County programs and services, State and Federal agencies, automated systems and applications, and/or other applicable issues.	Weekly 5%
7.	Compiles statistical data and reports related to departmental operations, including call volume, types of calls, and productivity; analyzes data, identifies trends, summarizes data, and prepares related charts, graphs, and reports.	Weekly 5%
8.	Plans and implements internal and external marketing and public relations strategies, including the development of collaborative partnerships.	Monthly 5%
9.	Performs other duties of a similar nature or level.	As Required

Training and Experience (positions in this class typically require):

- High School Diploma, or GED, and three years of directly related experience as a Senior Customer Service Specialist is required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

- Typing Certificate

Knowledge (position requirements at entry):

Knowledge of:

- Supervisory principles and practices;
- Budget administration principles and practices;
- Customer service policies, principles and practices;
- Principles, practices and techniques of organization, administration, supervision and training
- Research methods;
- Analytical methods and techniques;
- Office procedures, principles, practices and equipment.

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Skills (position requirements at entry):

Skill in:

- Monitoring and evaluating the work of subordinate staff
- Prioritize and assigning work, detail oriented and ability to multi-task
- Training employees in proper work methods
- Using computers and applicable software applications
- Using computers and applicable software applications
- Applying researching methods
- Developing and facilitating training programs
- Monitoring and participating in the preparation and maintenance of operational reports, logs and records
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Organizing and maintaining accurate technical, complex, sensitive, and/or confidential records and files
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Developing and administering budgets
- Preparing, analyzing, and maintaining operational records
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, and talking.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to life, carry, push, pull or otherwise move objects including one's own body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. Some positions may require more frequent walking, lifting and standing.

NOTE:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

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Date: 5/2008

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